

16. The system of claim 1 comprising a database of case studies based on operational systems to facilitate remote system configuration based on analogous operating parameters.

17. The system of claim 16 wherein said case studies database is accessible from a public web page.

AT 18. The system of claim 8 comprising a video link to permit remote visual monitoring of an operational system.

19. The system of claim 8 comprising system sensors for detecting wear characteristics, said sensors being accessed via said monitoring program.

20. The system of claim 8 comprising a multilingual interface for international customer service. --

#### REMARKS

The above claims are added to further define the invention. No new matter is added by this Amendment.

Respectfully submitted,

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